

S/N 09/746,507

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Dennis et al. Examiner: T.A. Dixon  
Serial No.: 09/746,507 Group Art Unit: 3629  
Filed: December 26, 2000 Docket No.: 20009.0010US01 (BS99-202)  
Title: System for Facilitating Technician Sales Referrals

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on October 6, 2005.

By: 

Name: Jeramie J. Keys

**INFORMATION DISCLOSURE STATEMENT (37 C.F.R. § 1.97(c)(2))**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

With regard to the above-identified application, the items of information listed on the enclosed SB08 form are brought to the attention of the Examiner.

This statement should be considered because it is submitted after first office action on the merits but before an action closing prosecution. This information disclosure statement is being submitted with the appropriate fee due.

In accordance with 37 C.F.R. §1.98(a)(2), a copy of each foreign patent document and non-patent literature listed on the enclosed SB08 form is provided.

No representation is made that a reference is "prior art" within the meaning of 35 U.S.C. §§ 102 and 103 and Applicants reserve the right, pursuant to 37 C.F.R. § 1.131 or otherwise, to establish that the reference(s) are not "prior art." Moreover, Applicants do not represent that a reference has been thoroughly reviewed or that any relevance of any portion of a reference is intended.

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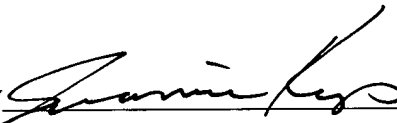
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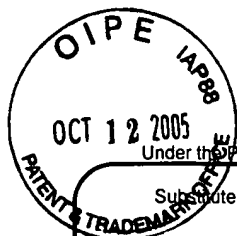
Application Number: 09/746,507  
Attorney Docket Number: 20009.0010US01

Consideration of the items listed is respectfully requested. Pursuant to the provisions of M.P.E.P. 609, it is requested that the Examiner return a copy of the attached SB08 form, marked as being considered and initialed by the Examiner, to the undersigned with the next official communication.

Please charge any additional fees or credit any overpayment to Deposit Account No. 503025.

WITHERS & KEYS, LLC  
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By   
Name: Jeramie J. Keys  
Reg. No.: 42,724  
Initials: JJK



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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

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Sheet 1 of 3

**Complete if Known**

Application Number	09/746,507
Filing Date	December 26, 2000
First Named Inventor	Dennis et al.
Art Unit	3629
Examiner Name	T.A. Dixon
Attorney Docket Number	20009.0010US01 (BS99-202)

**U. S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
	1	US- 6,101,510	08/08/2000	Stone	
	2	US- 6,233,541	05/15/2001	Butts	
	3	US- 6,598,167	07/22/2003	Devine	
	4	US- 6,636,831	10/21/2003	Profit	
	5	US- 6,738,815	05/18/2004	Willis, Jr.	
	6	US- 5754,830	05/19/1998	Butts	
	7	US- 5,873,070	02/16/1999	Bunte	
	8	US- 6,035,285	03/07/2000	Schect	
	9	US- 6,445,774	09/03/2002	Kidder	
	10	US- 6,671,824	12/30/2003	Hyland	
	11	US- 5,953,389	09/14/1999	Pruett	
	12	US- 6,023,684	02/08/2000	Pearson	
	13	US- 5,805,775	09/08/1998	Eberman	
	14	US- 5,812,977	09/22/1998	Douglas	
	15	US- 5,799,279	08/25/1998	Gould	
	16	US- 6,080,202	06/27/2000	Strickland	
	17	US- 6,473,407	10/29/2002	Ditmer	
	18	US- 6,092,192	07/18/2000	Kanevsky	
	19	US- 5,963,940	10/05/1999	Liddy	

**FOREIGN PATENT DOCUMENTS**

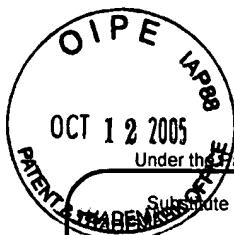
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)				

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SignatureDate  
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This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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Sheet 2 of 3**Complete if Known**

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		Number-Kind Code <sup>2</sup> (if known)			
	20	US- 5,884,262	03/16/1999	Wise	
	21	US- 6,226,623	05/01/2001	Schein	
	22	US- 6,115,737	09/05/2000	Ely	
	23	US- 4,776,016	10/04/1988	Hanson	
	24	US- 6,052,785	04/18/2000	Lin	
	25	US- 6,115,040	09/05/2000	Bladow	
	26	US- 6,736,376	05/18/2004	Delisle	
	27	US- 6,487,278	11/26/2002	Skladman	
	28	US- 2003/0125956	07/03/2003	Lewis	
	39	US- 2002/0138656	09/26/2002	Hickey	
	30	US- 2002/0103906	08/01/2002	Knight	
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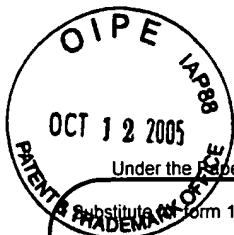
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Sheet

3

of

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**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	31	Moran et al.; "Multimodal User Interfaces in the Open Agent Architecture", Proceedings of the 2nd International Conference on Intelligent User Interfaces, August 1996.	
	32	Conversay "Speech Technology Solutions", White Paper C 2001.	

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